

AGENDA ITEM 14 BOARD NOTING PAPER	
To:	Board
From:	Dean Kimpton, Chief Executive
Reviewed:	Andrew Downie, Head of Governance
Date:	26 March 2024
Title:	Chief Executive's Open Board Business Report

Aronga / Purpose

1. To summarise Auckland Transport's (AT's) activities which contribute to the delivery of the Statement of Intent (SOI).

Te tūhunga / Recommendation

That the Auckland Transport Board (board):

- a) notes the information provided in this report.

Te horopaki / Background

2. This report reports on organisation progress as defined in our purpose and through commitment to deliver as measured in our Statement of Intent. We also report on the impact of our decisions on those who use and experience our various networks.

Me mōhio koe / What you need to know

Operational highlights and challenges (previous month or year to date)

3. **Statement of Intent measures:** Overall, Auckland Transport has met or exceeded 16 performance measures. Two were below target, and one was not measured or reported on.
4. **People:** Interviews for the roles of Director Strategy and Governance and Director Customer and Network Performance have been conducted and good progress is being made towards finalising appointments to these executive roles.
5. We are continuing to work with Auckland Council (AC) on progressing **Group Shared Services (GSS)** opportunities where appropriate with an immediate efficiency opportunity in corporate property identified.
6. **Safety leadership walks:** a group of senior leaders led by the Director of Public Transport and Active Modes undertook a Safety walk in the City Rail Link (CRL

– Mt Eden Station and tunnel) and the InnerLink bus route. Key insights were the need to provide good communication and signage for the new escalator at Karangahape Station (to become the longest escalator in the Southern Hemisphere), and ongoing investment in training and reactive controls for violence, threats and aggression for our frontline employees across the network.

7. Adverse work events related to critical risks and **lost time injuries** continued to reduce over January 2024 indicating ongoing progress in our health and safety management.
8. **Network performance:** In February, 32% of the arterial network operated outside of our target levels of service of 33%. Although a slight improvement of 1% when compared with February 2023; higher congestion levels were mainly attributable to increased travel demand following the start of the school year.
9. Despite the high level of congestion, the productivity measure on 32 primary arterials was 28,651 being the number of people moving per hour during the peak. This is 2% above the threshold target of 28,000. This means people movement was at or slightly above acceptable levels and therefore slightly less congested arterials in February.
10. **March public transport and network performance:** the Auckland Transport Operation Centre (ATOC) is leading a One Transport Network forum to co-ordinate and manage network impacts and disruptions during March. This forum includes Public Transport, Roding, customer and communications teams from both AT and New Zealand Transport Agency Waka Kotahi (NZTA). The collaborative, real-time forum has allowed for early detection of works conflicts, and operational opportunities, to work together to improve the experience whilst travelling on the network during March. A full review will occur in April 2024.
11. **Public transport and active modes:** capacity and performance are under constant review. All trips are monitored daily, identifying those that are above 80% capacity and action is taken where resources (drivers and buses) permit. Actions taken have included adding additional services and larger vehicles to routes with specific capacity concerns.
12. **Special events:** ATOC has successfully delivered the transport operation for ten major events since January, including Foo Fighters, Laneway Festival, Round the Bays, Synthony in the Domain and Blackcaps fixtures.
13. The **transport operation for Pink** received some negative media coverage due to planned infrastructure works impacting full-service delivery of the rail network. AT planned to mitigate this with additional buses; additional signage, marketing and communications; and increased security. AT's mitigations meant that key performance metrics, which were agreed with Eden Park, were met, despite the

media coverage. The Eden Park precinct was cleared within one hour and fifteen minutes and the worst-case scenario wait times were fifty minutes for customers.

14. **Western Express:** WX1 patronage has grown substantially (more than network average) since January 2024; additional WX1 trips were added at short notice along existing school bus and public urban routes to address capacity concerns and meet March morning peak demand. We are now regularly hitting 3,300 passenger boardings per day on this service.
15. **Bus procurement:** Tranche 1 (Unit 110 West) procurement has concluded; and approvals are in progress.
16. **Room to move:** AT is progressing its parking and kerbside management strategy with current focus on ensuring the city centre has a fit-for-purpose plan to support future needs. Management has socialised with key partners and stakeholders an assessment of the existing situation, issues and opportunities. Feedback will be incorporated over coming weeks before the draft plan is taken to the public for full consultation, following board review in late 2024.
17. **Major delays to customers on Te Atatu Road:** due to chronic traffic congestion and lack of bus priority, passengers are experiencing 40-minute delays during the afternoon school peak on Te Atatu Road southbound, for a service that is advertised as every 10 minutes.
18. NZTA has opposed the Te Atatu Road southbound bus lane due to congestion concerns onto SH16.
19. AT has added an additional service to run from Old Te Atatu Road to Henderson from 11 March 2024. We also have AT ambassadors at the affected stops to assist passengers.
20. If the above measures do not solve the problem, AT will investigate adding more trips in the school afternoon peak.

Strategic challenges and opportunities (focused on the next one to three months)

21. **Dynamic lanes:** Following consultation on the construction and delivery sequencing of Maioro Street and Great North Road dynamic bus lanes, we are working on recommendations.
22. The Main Highway, Ellerslie, dynamic bus lane trial technology is being procured for implementation in May 2024. The trial will be changing the existing fixed 7.00am – 10.00 am bus lane to a bus lane that can be activated or deactivated based on real-time congestion. This will involve installing digital bus lane signs and queue detection technology. The test will be trialled in three phases.
23. If this trial is successful, management will seek NZTA Traffic Control Device (TCD) approval so that this application can be enforced. This will enable roll-out

across Auckland and allow more responsive management to the demands of various modes on the network. This may also be a useful tool in easily creating temporary bus priority lanes for events and emergencies.

24. **Regional Fuel Tax:** Legislation to repeal the Auckland Regional Fuel Tax (RFT) was enacted on 6 March 2024, and received Royal Assent the following day. Collection of RFT will cease on 30 June 2024. At that point, we estimate that a reserve of around \$360-\$400 million will be built up.
25. From Royal Assent, RFT can only be allocated to certain projects as specified in the legislation. These are:
 - a) Eastern Busway, including bus services to support the completed busway;
 - b) electric trains and stabling, CRL roadside projects (e.g. Project K) and CRL services; and
 - c) road corridor improvement projects.
26. Following the 27 February 2024 board meeting, management briefed the Transport and Infrastructure Committee (TIC) on 7 March 2024 on the implications of the repeal of the RFT. The TIC:
 - a) endorsed the allocation of remaining RFT funds to the above projects;
 - b) resolved to seek full Government funding for the Eastern Busway; and
 - c) noted that AT will carry out a rapid review of our capital programme, and will reprioritise implementation going forward, to reflect reduced capital funding and pending funding impacts from the Government Policy Statement (GPS) – Land Transport, which may result in non-RFT funded projects also being descope, deferred or stopped.

Strategic challenges and opportunities (focused on the next one to five years)

27. **People:** our workplace experience (property management) function is entering a trial period of reporting into AC to deliver efficiencies. Recruitment for the lead role is currently being led by AC with AT contribution in an effort to enable GSS efficiencies.
28. **Corporate Strategy:** the executive leadership team is developing a new three-year corporate strategy which will have five strategic focus areas known as accelerators, which underpin the AT ambitions. These will be: public transport from good to great, improving network productivity, every interaction counts; grow external revenues; and transport outcomes and governance. The details should be finalised by May 2024 and the board will then receive a detailed briefing on our three-year targets and deliverables.



29. **Auckland Integrated Transport Plan:** the AC transport strategy team presented the summary of feedback on the Integrated Transport Plan with a covering paper to the TIC, which included recommendations on scope for preparatory work. The TIC endorsed the approach with AT working alongside of and collaborating with the mayor's office and AC's transport strategy team to progress work on Auckland's view of its transport future. This will inform discussions with the Government.

30. **Time of Use Charging:** the programme team has been assembled. The design, procurement and implementation of a scheme in Auckland is dependent on enabling legislation being drafted and adopted. A number of parallel workstreams are planned that will enable a scheme in Auckland, with progress subject to legislation, and supporting policy and strategy, an investment case, suitable technology, scheme design and public engagement.

31. While the procurement and delivery of a scheme is legislation dependent, which may take 12-18 months, Time of Use Charging is an important tool to address congestion on the road network. Therefore, it will be imperative to be ready to progress and potentially procure the system when legislation is enabled. This will require a number of significant pieces of work to progress in parallel, which could lead to re-work if analysis or decisions alter the critical path.

32. Building social licence in the community is considered vital to the success of any proposal on the basis of international and New Zealand lessons learnt. This could in part be achieved through Deliberative Democracy tools. The Northern Infrastructure Forum has approach AC and AT to lead this initial work.

33. In the short-term we will need to confirm policy, strategy and concept and explore technology options including NZTA's existing systems.

Risks

34. There are no significant new risks.

Key approval papers

35. The key items requiring approval by the board at this meeting are:

- a) Draft Statement of Intent 2024 – 2027 (open session).
- b) Board charter (open session).
- c) Early Integration by Auckland to the National Ticketing Solution (NTS) (closed session).
- d) Kāinga Ora LSP Programme Delivery Agreement (closed session).
- e) Bus Procurement Plan (closed session).

Ā muri ake nei / Next steps

36. The next Chief Executive's Open Board Business Report will be presented to the board at the 28 May 2024 meeting.

Ngā whakapiringa / Attachments

Attachment #	Description
1	SOI Performance Measures March 2024
2	People and Performance Dashboard March 2024

Te pou whenua tuhinga / Document ownership

Submitted by	Recommended by	Approved for submission
Shameel Sahib Head of Corporate Strategy & Business Planning	Andrew Downie Head of Governance	Dean Kimpton Chief Executive
		

